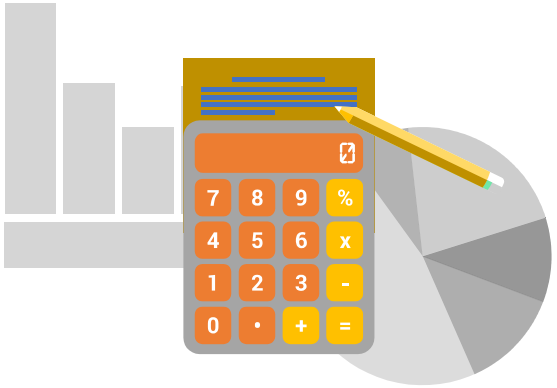
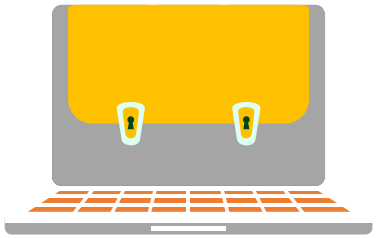




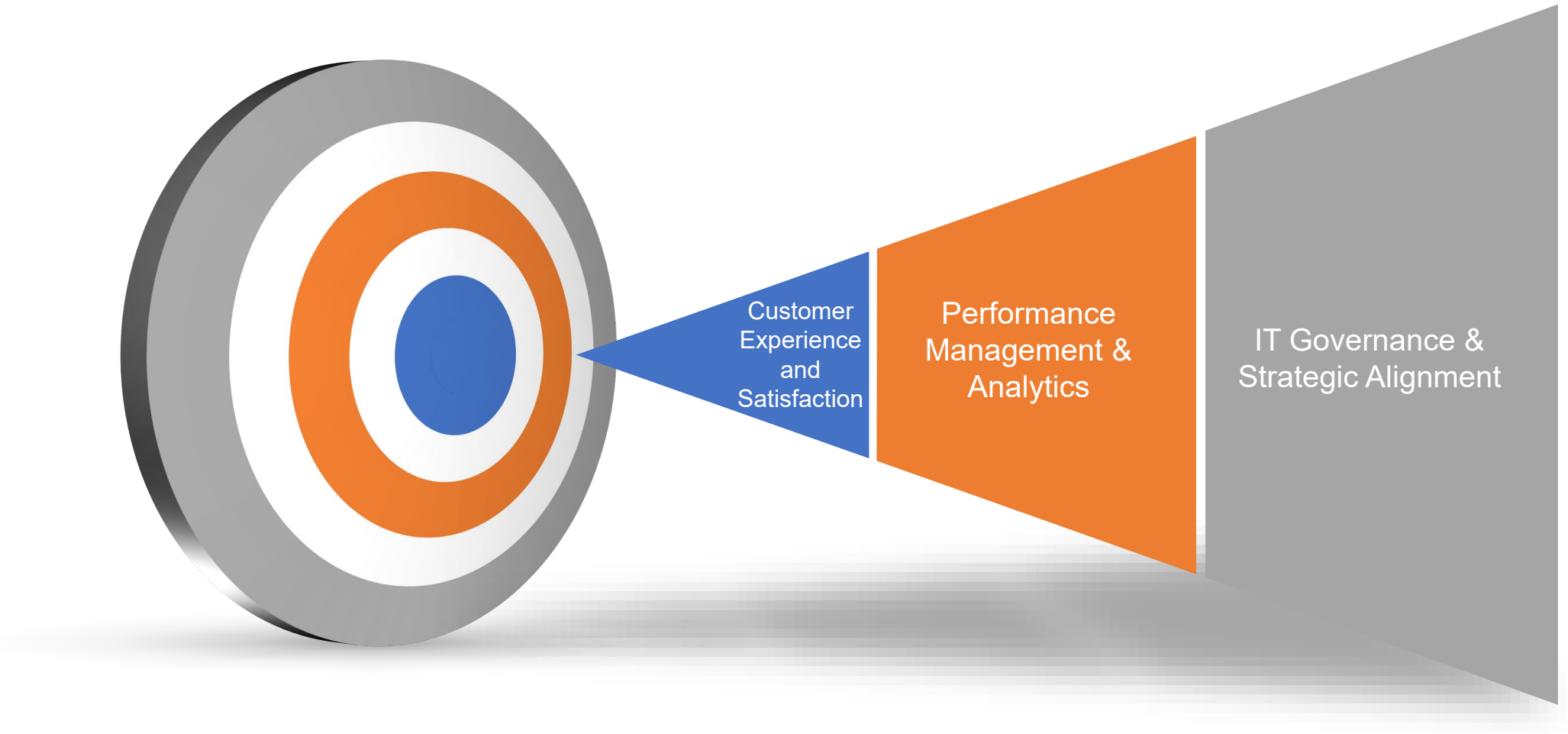
DEPARTMENT OF INFORMATION TECHNOLOGY (DoIT)

IT Delivery Framework

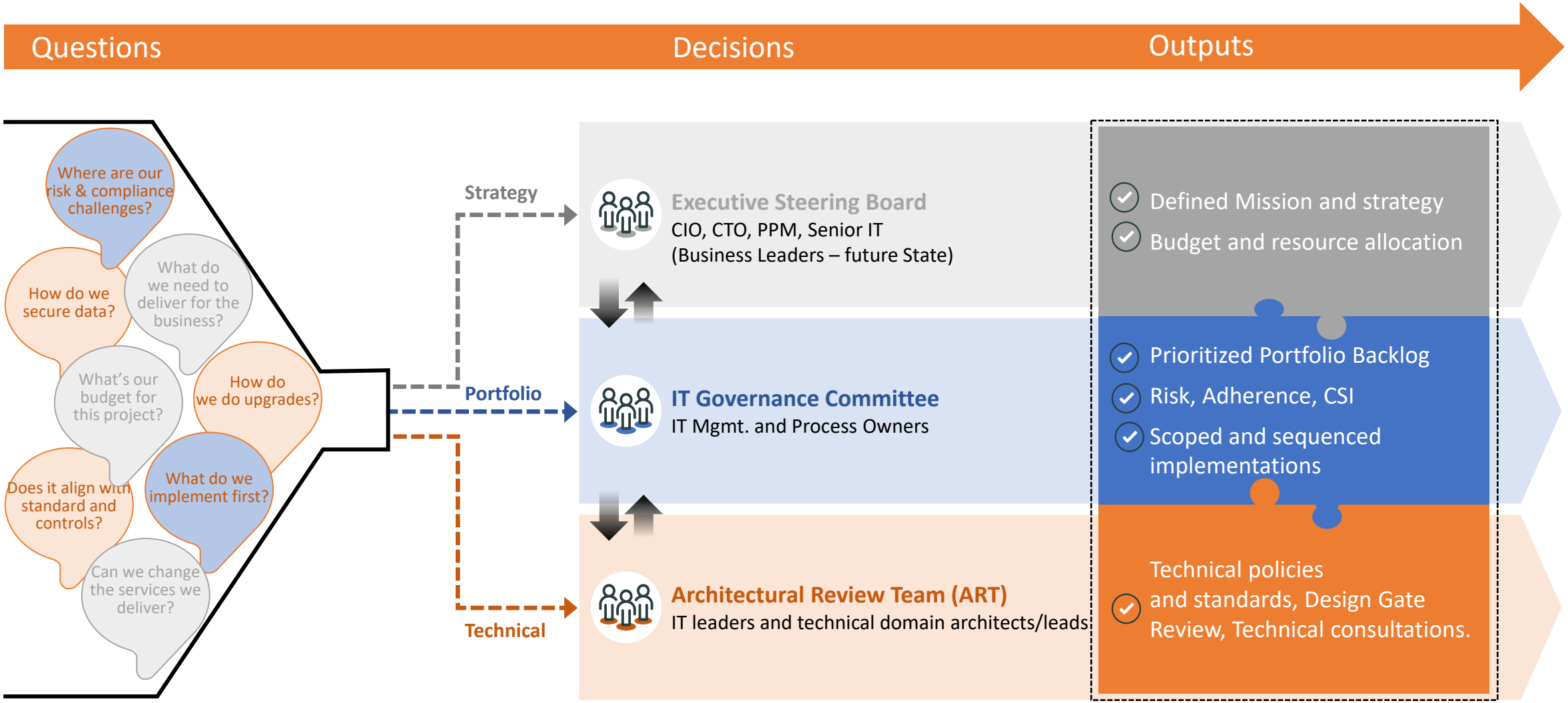
Improve User Experience
Align IT Spend and Measure ROI
Measure Performance
Repeatable process and structures to govern work
Align IT to Business Strategy/Goals
Reinforce Innovation and Ideation culture
Align DoIT strategy to meeting customer outcomes
Deliver value add services that are fit for use and warranty
Enhance ServiceDesk Operations
Forecast Demand & Drive Outcomes
Enable Agility & Adoption
Identify IT Relationships to services

IT Delivery Framework Tenants

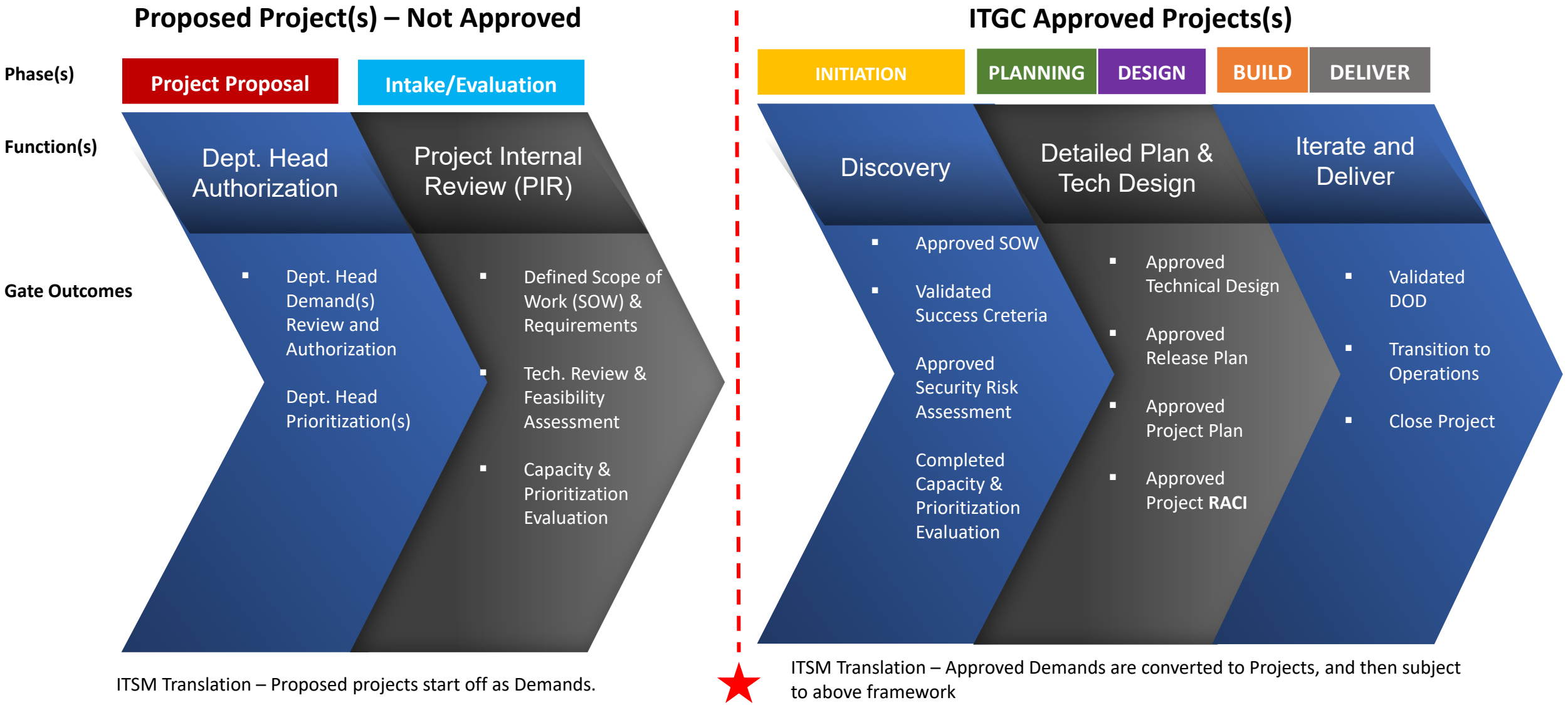
The delivery framework aims to address key core tenants!

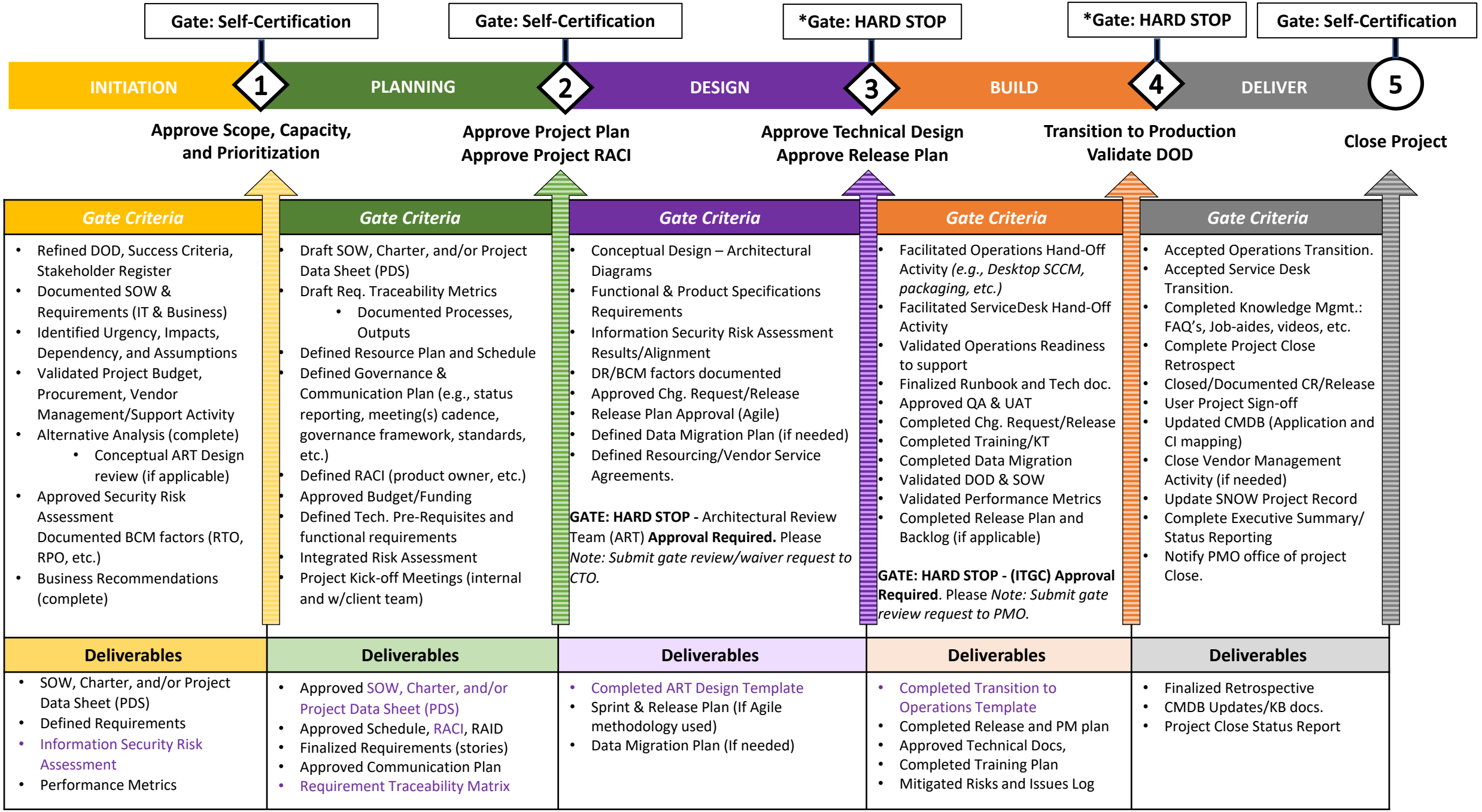


Governance Teams



IT Delivery Framework Overview





SLIDE LEGEND: ***Gate Outcomes:** Proceed, Conditional Proceed, or Recommendation to Project Manager/Lead

Purple Highlights: Indicate Standard template available. Located in DoIT All MS Team Site > IT Delivery Channel > Project Phases